

# **IT Professional Technical Services Master Contract Program T#:902TS**

## **Statement of Work (SOW) For Technology Services Issued By**

**Minnesota Department of Veterans Affairs**

**Project Title SharePoint Governance, Planning and  
Implementation**

**Service Category(ies)  
Web Content Management - Metadata/Data Classification,  
Web Design & Development - HTML/ XML/ DHTML CSS  
Javascript, Web Applications Specialist - .NET/ASP,  
Architecture Planning & Assessment - Information/ Data**

### **Business Need**

Minnesota Department of Veteran Affairs is in need of a firm to assist in developing Governance for a cloud-based SharePoint 2010 as well as Design and implementation. The focus of the implementation, in order of priority is Document Management, Intranet and Workflow Management. The agency currently does not have a document management tool and relies on file servers. This SharePoint 2010 project is intended to implement a document management and intranet solution to facilitate accessing/sharing of documents and information that will enable the agency to collaborate with greater ease. The goal of the solution is to provide an easy-to-use method to develop, review, and store documents, post information and develop workflows. Additionally, the solution must provide a searchable repository for easy access to data. The firm is to be approved in a minimum of one of these categories. The entire solution environment must provide a Roles-Based Access Control (RBAC) security model to protect the information stored there.

This is part of an overall strategic goal to mature the state of technology and leverage technology to drive efficiency within the agency. This project focuses on assisting the IT division in developing a collaboration tool that both delivers values to our stakeholders but also delivers efficiencies to the IT division.

This project will include the needs of all areas of MDVA including, the following areas identified as the project stakeholders: Central Office (Commissioner's Office, Information Technology, Human Resources, Fiscal Services, Communications, Legislative Services, Affirmative Action ), Central Pharmacy, Veterans Home Minneapolis, Adult Day Care, Veterans Home Hastings, Veterans Home Silver Bay, Veterans Home Fergus Falls, Veterans Home Luverne, Claims Office Saint Paul, Claims office Fargo, Outreach, Higher Education Brainerd, Tribal Veteran Service Officers, Women Veterans and Employment, State Approving Agency, State Soldier's Assistance Program, Veterans Preference, State Cemetery Little Falls, Veterans and their families, employees and potential employees.

## Project Goals Include:

1. **Work Better Together:** Enable users to connect with colleagues in new and creative ways. Easily find and work with people who have the right skills, expertise, and shared interests.
2. **Communicate Better:** Provide consistent and trustworthy communication quickly and cost effectively to a large number of employees who are geographically dispersed, even when information changes rapidly.
3. **Work Faster:** Leverage SharePoint's ability to work seamlessly with technologies we currently use, including Microsoft Office, Microsoft Exchange, and Microsoft Unified Communications.
4. **Work Smarter:** Make better business decisions. Easily find the right business information—regardless of who created it, what format it's in, or where it lives.
5. **Empower User Efficiency:** Transform a cumbersome paper laden manual process to an automated workflow process, which saves time and reduces error rates.
6. **Be More Productive:** Provide deeper insight into operations. Including an easy-to-use central administration web site, capabilities to manage and monitor the SharePoint environment.
7. **Simplify Information Administration:** Provide advanced insights which let everyone access the business information they need based on permission level to make good decisions. With powerful features like interactive dashboards and scorecards, people can use the information in databases, reports, and business applications to address specific needs.

## Project Environment

- MDVA will provide an internal point Project Manager to supervise internal resources and act as an Agency point of contact. This will be the Manager of Infrastructure and Project Management.
- MDVA will provide one additional technical FTE with SharePoint administration skills for the purposes of ensuring that the contractor has resources needed.
- MDVA will provide access to both the MDVA production and development environment.
- MDVA will provide all hardware, Software and licenses needed.
- MDVA will not provide parking or travel accommodations.
- The State of Minnesota uses a SharePoint environment sourced within the Microsoft Office 365 Dedicated product offering. All processes, content, and development are delivered through this environment. Successful vendors will familiarize themselves with the capabilities of this environment. Details can be found here - <http://www.microsoft.com/en-us/download/details.aspx?id=18128>

## Agency Project High level Requirements

- REQ-1: Assist in Share Point governance definition plan
  - REQ-1.1 Provide expertise in the definition of a governance plan which outlines the ongoing policies, administration, maintenance, support, role and responsibilities of this organization's SharePoint 2010 cloud environment.
  - REQ-1.2 Identify stakeholders and their roles.
  - REQ-1.3 Provide documentation of governance plan.
- REQ-2: Undergo a discovery phase of the current system.
  - REQ-2.1 Identify existing content sources (content audit or inventory).
  - REQ-2.2 Review current data repositories, ad-hoc intranet site and make recommendations on migrating content to SharePoint.
  - REQ-2.3 Discover and document the business requirements.
  - REQ-2.4 Determine user experience requirements.
  - REQ-2.5 Determine permission and access needs.
  - REQ-2.6 Review/detail content management requirements.
  - REQ-2.7 Determine content migration requirements.
  - REQ-2.8 Recommend new business practices for current document repository functions to better incorporate SharePoint strategies (written report required).
- REQ-3: Perform planning for the new SharePoint environment:
  - REQ-3.1 Determine Microsoft SharePoint 2010 strategy.
  - REQ-3.2 Develop detailed technical requirements.
  - REQ-3.3 Plan user site architecture.
  - REQ-3.4 Develop technology architecture.
  - REQ-3.5 Develop detailed permission and access strategy.
  - REQ-3.6 Determine branding requirements to ensure consistent branding.
  - REQ-3.7 Review/detail client hardware and software inventory to ensure all required components are

- available.
- REQ-3.8 Document search scope and security model.
- REQ-3.9 Identify number and anticipated usage patterns of users of the Web front end.
- REQ-3.10 Identify number and anticipated usage patterns of document management users.
- REQ-3.11 Estimate number of documents stored and document store size.
- REQ-3.12 Estimate index size.
- REQ-3.13 Determine needs for growth.
- REQ-3.14 Develop a document management scheme, including metadata for search and workflow for document/record retention and destruction.
- REQ-4: Execute implementation of the SharePoint environment
  - REQ-4.1 Setup internal and external SharePoint containers, including appropriate security and search configurations
  - REQ-4.2 Work with in-house developer to design master pages.
  - REQ-4.3 Determine Authentication provision
  - REQ-4.4 Plan for Anonymous users
  - REQ-4.5 Plan Recycle Bin use and Site recovery
  - REQ-4.6 Determine site provisioning model and user experience
  - REQ-4.7 Ensure adequate security of information
    - REQ-4.7.1 Utilize role-based security to control user access to content
    - REQ-4.7.2 Assign user role to provide permission to user to perform specific tasks
    - REQ-4.7.3 Implement application hardening, to reduce threat level
    - REQ-4.7.4 Implement security measures based in data classification
  - REQ-4.8 Develop integration into, Access Services, Business Data Connectivity, Excel, Managed Metadata, Performance Point, Search, Secure Store, State, Usage and Health, Email, User Profile, Visio Graphics, Web Analytics and Word Automation.
  - REQ-4.9 Plan backup and restore
  - REQ-4.10 Plan other routine maintenance
  - REQ-4.11 Create detailed wireframes for site and page structure
  - REQ-4.12 Identify additional content and design requirements
  - REQ-4.13 Identify custom development requirements
  - REQ-4.14 Configure content type / page layout templates
  - REQ-4.15 Apply branding and design elements and ensure consistency of design standards for templates
  - REQ-4.16 Configure e-mail settings
  - REQ-4.17 Configure usage analysis
  - REQ-4.18 Configure antivirus protection
  - REQ-4.19 Configure blocked files
  - REQ-4.20 Configure security
  - REQ-4.21 Configure user profiles
  - REQ-4.22 Configure Search and indexing
  - REQ-4.23 Configure self-service lower level site provisioning
  - REQ-4.24 Configure permissions and information policies
  - REQ-4.25 Configure SharePoint Health Analysis and Reporting Features
  - REQ-4.26 Configure Recycle Bin retention and Site Delete Confirmation
  - REQ-4.27 Configure Document Management, including approval routing
  - REQ-4.28 Create Document Profiles and Custom Profiles
  - REQ-4.29 Move\Migrate Documents into the Workspace
  - REQ-4.30 Configure alerts
  - REQ-4.31 Review Single Sign on
  - REQ-4.32 Configure Microsoft SharePoint 2010 for extranet to be ready for use
- REQ-5: Provide training, knowledge transfer and documentation
  - REQ-5.1 Provide knowledge transfer to two MDVA staff on an ongoing basis.
  - REQ-5.2 Provide expert advice on the best methods for end user training.
  - REQ-5.3 Provide electronic documentation of all design and implementation work done.

## Vendor Responsibilities

- Provide MDVA with an initial work plan in week two.
- Vendor will be on-site for meetings to gather requirements, organize content, training and knowledge

- transfer to IT staff. The vendor may complete other work off-site.
- Provide project management support, including developing and managing project schedule, meeting coordination, Risk /Issue management and project scope management.
- Manage project change management process
- Providing qualified staff
- Project documentation
- Providing training/ knowledge transfer
- Project consulting
- Obtaining deliverable signoff

## Required Skills (These are to be scored as pass/fail requirements)

- Assigned technical staff must have a minimum of 8 years demonstrated experience with SharePoint 2010 and previous versions.
- Assigned technical staff must have a minimum of 5 years demonstrated experience with Intranet Design.
- Assigned technical staff must have a minimum of 5 years demonstrated experience with page Graphical Design/Layout.
- Contracting firm will have Web Design, SharePoint Design and Intranet Design as a key area of its services portfolio

## Project Milestones and Schedule

Activity	Due Date	Time Due
SOW Posted	9/14/2012 – 9/28/2012	
Deadline for Questions	9/21/2012	4:30PM
Targeted Posted Response to Questions	9/27/2012	4:30PM
<b>Proposals due</b>	9/28/2012	4:30PM
Targeted Proposal Evaluation	9/28/2012– 10/5/2012	
Anticipated proposal evaluation & decision	10/8/2012	
Contracting process begins	10/9/2012 (2-4 weeks)	

## Questions

Any questions regarding this Statement of Work should be submitted via mail or e-mail according to the schedule above to:

Name: John Bachus

Department: Minnesota Department of Veterans Affairs, Information Technology

Telephone Number: 651-757-1551

Email Address: John.Bachus@state.mn.us

Questions and answers will be posted on the Office of Enterprise Technology website by approximately 9/21/2012 1630 hours ([http://www.oet.state.mn.us/mastercontract/statements/mcp902ts\\_active.html](http://www.oet.state.mn.us/mastercontract/statements/mcp902ts_active.html)).

# SOW Evaluation

## Process

- Detailed response to, understanding and approach to “Agency Project Requirements” (15%)
- Company and project staff qualifications and experience (20%)
- Microsoft Certified Partner (SharePoint) (10%)
- Samples work product of previous SharePoint work, and Reference (25%).
- Cost (30%)

**Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.**

## Response Requirements

- Introduction
- Company overview
  - a) Company history, growth
  - b) Current financial data if publicly available
  - c) Company service areas
- Detailed response to “Business Need”
  - a) Description of the vendor understanding of the project and an explanation of their proposed solution.
  - b) Explain how the project will meet the requirements. Each project deliverable should be listed as a sub-heading. For each deliverable, describe how you will get to the deliverable.
  - c) For each “response,” vendor would need to explain if they will be leveraging templates and work products they have developed and tested in prior engagements?
- Detailed response to “Agency Project Requirements”
  - a) Explain how the vendor will approach their participation in the project. This includes:
    - 1) Organization and staffing (including staff qualifications, resumes, etc.)
    - 2) Work-plan with life-cycle cost breakdown here (The cost for REQ:4.29 should be broken out but still included in the total cost)
    - 3) Contract/change management procedures
    - 4) Project management (e.g. quality management, risk assessment/management, etc.)
    - 5) Documentation of progress such as status reports
    - 6) Any unique approach that will be used to deliver value
  - Sample work products of previous SharePoint Implementation (Preferably SharePoint 2010)
  - References: Provide up to three references of previous SharePoint implementations
  - Conflict of interest statement as it relates to this project
  - Assigned technical staff must be in compliance with the Statewide Enterprise Architecture, including the State of MN’s IT Accessibility standards that incorporate both Section 508 of the Rehabilitation Act and Web Content Accessibility Guidelines 2.0 level AA.
  - Required forms to be returned or additional provisions that must be included in proposal
    - a) Affirmative Action Certificate of Compliance (if over \$100,000)  
<http://www.mmd.admin.state.mn.us/doc/affaction.doc>
    - b) Affidavit of non-collusion  
<http://www.mmd.admin.state.mn.us/doc/noncollusion.doc>
    - c) Certification Regarding Lobbying  
<http://www.mmd.admin.state.mn.us/doc/lobbying.doc>
    - d) Veteran-Owned/Service Disabled Veteran-Owned Preference Form  
<http://www.mmd.admin.state.mn.us/doc/vetpref.doc>

# Proposal Submission Instructions

- Response Information:
  - a) John Bachus
  - b) [John.Bachus@state.mn.us](mailto:John.Bachus@state.mn.us),
  - c) Minnesota Department of Veteran Affairs 20 West 12th Street, St. Paul, MN 55155
  - d) All communication must include Attention: SharePoint Selection Committee
  - e) (1) Electronic copy and (3) Hard copies should be submitted
- All inquiries must be directed to John Bachus.
- Key dates:
  - a. See Schedule
  - b. Expiration date for the vendor's price/terms guarantee: Price and terms will be valid for at least 30 days beyond the "Anticipated proposal evaluation & decision date". After which they will remain in effect if the vendor is selected.

## General Requirements

### Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

### Liability

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

### Disposition of Responses

All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

### **Conflicts of Interest**

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award,

an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

### **IT Accessibility Standards**

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at:

[http://www.mmd.admin.state.mn.us/pdf/accessibility\\_standard.pdf](http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf)

### **Nonvisual Access Standards**

Nonvisual access standards require:

- 1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
- 2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
- 3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
- 4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

### **Preference to Targeted Group and Economically Disadvantaged Business and Individuals**

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at [mmdhelp.line@state.mn.us](mailto:mmdhelp.line@state.mn.us). For

TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

### **Veteran-owned/Service Disabled Veteran-Owned Preference**

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

### **Foreign Outsourcing of Work Prohibited**

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

### **State's Right to Cancel**

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.



**STATE OF MINNESOTA  
AFFIDAVIT OF NONCOLLUSION**

I swear (or affirm) under the penalty of perjury:

1. That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);
2. That the attached proposal submitted in response to the **SharePoint Governance, Planning and Implementation** Request for Proposals has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Request for Proposal, designed to limit fair and open competition;
3. That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals; and
4. That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: \_\_\_\_\_

Authorized Representative (Please Print) \_\_\_\_\_

Authorized Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Subscribed and sworn to me this \_\_\_\_\_ day of \_\_\_\_\_

Notary Public

My commission expires: \_\_\_\_\_

**CERTIFICATION REGARDING LOBBYING**  
For State of Minnesota Contracts and Grants over \$100,000

The undersigned certifies, to the best of his or her knowledge and belief that:

(1) No Federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

(2) If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, A Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the undersigned shall complete and submit Standard Form-LLL, Disclosure Form to Report Lobbying in accordance with its instructions.

(3) The undersigned shall require that the language of this certification be included in the award documents for all subawards at all tiers (including subcontracts, subgrants, and contracts under grants, loans and cooperative agreements) and that all subrecipients shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by 31 U.S.C. 1352. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

\_\_\_\_\_  
Organization Name

\_\_\_\_\_  
Name and Title of Official Signing for Organization

By: \_\_\_\_\_  
Signature of Official

\_\_\_\_\_  
Date

## VETERAN-OWNED PREFERENCE FORM

In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

If responding to a Request for Bid (RFB), the preference is applied only to the first \$500,000 of the response. If responding to a Request for Proposal (RFP), the preference is applied as detailed in the RFP.

Eligible veteran-owned small businesses must be CVE Verified (in accordance with Public Law 109-471 and Code of Federal Regulations, Title 38, Part 74) at the solicitation opening date and time to receive the preference.

Information regarding CVE Verification may be found at <http://www.vetbiz.gov>.

Eligible veteran-owned small businesses should complete and **sign** this form. Only eligible, CVE Verified, veteran-owned small businesses that provide this completed and signed form will be given the preference.

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### I hereby certify that the company listed below:

1. Is an eligible veteran-owned small business, as defined in Minnesota Statute §16C.16, subd. 6a; and
2. Has its principal place of business in the State of Minnesota; and
3. Is CVE Verified by the United States Department of Veterans Affairs' Center for Veterans Enterprise.

Name of Company: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Telephone: \_\_\_\_\_

\_\_\_\_\_

Printed Name: \_\_\_\_\_ Title: \_\_\_\_\_

\_\_\_\_\_

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**IF YOU ARE CLAIMING THE VETERAN-OWNED PREFERENCE, SIGN AND RETURN THIS FORM WITH YOUR RESPONSE TO THE SOLICITATION.**